

TABLE OF CONTENTS

---

<b><u>TOPICS</u></b>	<b><u>LOCATION</u></b>
<b>CHAPTER 1</b>	<b>INTRODUCTION</b>
	<b>1.1.0 Philosophy &amp; Goals</b>
	<b>1.2.0 Employment Ladder</b>
	<b>1.3.0 Job Centers</b>
	<b>1.4.0 W-2 Participants</b>
	<b>1.5.0 Reasonable Accommodation</b>
	<b>1.6.0 Participant Flow</b>
	1.6.1 FEP as Public Employee
	1.6.2 W-2 and Income Maintenance Program Access
	1.6.3 Roles Performed in the W-2 Agency
	1.6.3.1 <u>Benefits and Services Offered At Wisconsin Works (W-2)</u>
	<u>Agencies Brochure</u>
	1.6.3.2 Receptionist
	1.6.3.3 Resource Specialist (W-2 Intake and Informed Choice)
	1.6.3.4 Financial & Employment Planner (FEP)
	1.6.3.5 Supportive Services Planner (SSP)
	<b>1.7.0 Community Steering Committee</b>
	<b>1.8.0 Children's Services Network</b>
<b>CHAPTER 2</b>	<b>NONFINANCIAL ELIGIBILITY CRITERIA</b>
	<b>2.1.0 W-2 Application</b>
	2.1.1 Participation Agreement
	<b>2.2.0 Nonfinancial Eligibility Criteria</b>
	2.2.1 U.S. Citizenship/Qualified Aliens
	2.2.1.1 <i>Qualified Aliens</i>
	2.2.1.1.1 <i>Verifying Immigration Status</i>
	2.2.2 Cooperation with Child Support
	2.2.3 Job Refusal/Noncooperation with Employment Assistance 180 Days Prior to Application
	2.2.4 Accessing Other Public Assistance Programs or Resources
	2.2.5 Two-Parent Households
	2.2.5.1 <i>Two-Parent Participation Requirements</i>
	2.2.5.2 <i>Allowable Activities and Second Parent Participation</i>
	2.2.5.3 <i>Payment Reductions</i>
	2.2.5.4 <i>Refusal to Participate</i>
	2.2.5.5 <i>Two-Parent Participation and W-2 Time Limits</i>

TABLE OF CONTENTS

---

<b>2.3.0</b>	<b>Time-Limited W-2 Payment Policy</b>
2.3.1	60-Month Lifetime W-2 Payment Limit
2.3.1.1	<i>Months Counted Toward the 60-Month Limit</i>
2.3.1.2	<i>Exceptions from Time Limits</i>
2.3.2	24-Month Time Limit for Subsidized Employment Positions
2.3.3	Notification of Time Limits
2.3.4	Adjustments to Time-Limit Clocks
2.3.5	24-Month and 60-Month Time Limit Extensions
2.3.5.1	<i>24-Month and 60-Month Extension Criteria</i>
2.3.5.1.1	<i>Custodial Parent of an Infant (CMC) and 24-Month and 60-Month Extensions</i>
2.3.5.2	<i>DWD 24-Month and 60-Month Extension Approval Process</i>
2.3.5.2.1	<i>Timely Submission of Extension Requests</i>
2.3.5.2.2	<i>Extension Request Information</i>
2.3.5.3	<i>Subsequent Extension Requests</i>
2.3.5.4	<i>Reapplying for W-2 Services After Reaching the Time Limit</i>
2.3.5.5	<i>Case Transfers Near or During the Extension Process</i>
2.3.6	TANF Received in Other States
2.3.6.1	<i>Reporting TANF Receipt To Other States</i>
2.3.6.2	<i>Recording TANF Receipt From Another State</i>
2.3.6.3	<i>Re-verifying Months of TANF Received in Another State</i>

**CHAPTER 3**

**FINANCIAL ELIGIBILITY CRITERIA**

<b>3.1.0</b>	<b>Financial Eligibility Criteria</b>
<b>3.2.0</b>	<b>115 Percent Gross Income Test</b>
3.2.1	Prospective Income Eligibility
3.2.2	Estimating Income
3.2.3	Availability
3.2.4	Fluctuating Income
3.2.5	Prorating
3.2.6	Changing Estimated Income
3.2.7	Treatment Of Income
3.2.7.1	<i>Qualified Alien Deeming</i>
3.2.7.2	<i>Farm &amp; Self-Employment Income</i>
3.2.7.3	<i>Child Support Income</i>
3.2.7.4	<i>SSI and Caretaker Supplement (C-Supp) Income</i>
3.2.7.5	<i>Disregarded Income</i>
3.2.7.6	<i>Income With Limited Disregards</i>
<b>3.3.0</b>	<b>\$2,500 Gross Asset Test</b>
3.3.1	Changing Estimated Assets
3.3.2	Counting Assets
3.3.3	Availability
3.3.4	Qualified Alien Deeming
3.3.5	Joint Accounts and Property

TABLE OF CONTENTS

---

- 3.3.6 Homestead
- 3.3.7 Vehicles
- 3.3.8 Assets
- 3.3.9 Individual Development Accounts (IDAs)

**CHAPTER 4**

**CASE PROCESSING REQUIREMENTS**

**4.1.0 Verification**

- 4.1.1 Verification for Medical Assistance and Food Stamps
- 4.1.2 Record of Verification
- 4.1.3 Request for Information from Third Party Sources
- 4.1.4 Information to Law Enforcement
- 4.1.5 Income and Eligibility Verification System

**4.2.0 Fraud**

- 4.2.1 Program Integrity
- 4.2.2 Fraud Prevention
- 4.2.3 Fraud Investigation

**4.3.0 Recovery**

**4.4.0 Reporting Changes**

- 4.4.1 Temporary Absence of a Child

**4.5.0 Application Processing**

- 4.5.1 W-2 Begin Date
- 4.5.2 Review of Eligibility

**4.6.0 Participation Change of Residence**

- 4.6.1 Transferring Cases Between Regions in Milwaukee
- 4.6.2 Transferring Cases to a New County (Outside Milwaukee)
- 4.6.3 Transferring Child Care Cases

**4.7.0 Confidentiality**

- 4.7.1 Requesting Confidential Information About Participants
  - 4.7.1.1 *Documentation in the Participant's Case and CARES Record*
- 4.7.2 Participant Confidentiality

**CHAPTER 5**

**ASSESSMENT AND UP-FRONT JOB SEARCH**

**5.1.0 Assessment**

- 5.1.1 Informal Assessments
  - 5.1.1.1 *Informal Assessment at Application*
  - 5.1.1.2 *Screening and Screening Tools*
  - 5.1.1.3 *Informal Assessment as a Part of On-Going Case Management*
- 5.1.2 Up-Front Job Search

TABLE OF CONTENTS

---

5.1.2.1	<i>Job Search Assistance Activities and Job Ready Preparation</i>
<b>5.2.0</b>	<b>Formal Assessment</b>
5.2.1	Completing the Medical Capacity Form (DES-2012)
5.2.1.1	<i>Obtaining Updated Medical Capacity Form Information</i>
5.2.1.2	<i>Sharing Information with the Social Security Administration (SSA)</i>
5.2.1.3	<i>Conflicting Medical Information</i>
<b>5.3.0</b>	<b>W-2 Eligibility for VISTA Volunteers</b>
5.3.1	Nonfinancial Eligibility for VISTA Volunteers
5.3.2	Financial Eligibility for VISTA Volunteers
5.3.3	Assessment and Placement in a W-2 Employment Position
5.3.3.1	<i>VISTA Volunteers Applying for W-2</i>
5.3.3.2	<i>W-2 Participants Who Become VISTA Volunteers</i>
5.3.3.3	<i>Counting VISTA Participation as a W-2 Activity</i>
5.3.3.4	<i>Appropriate Case Management Activities for W-2/VISTA Participants</i>
5.3.4	Eligibility for Time Limit Extensions

**CHAPTER 6**

**EMPLOYABILITY PLAN**

<b>6.1.0</b>	<b>Employability Plan</b>
6.1.1.	Preparation and Review
6.1.2	Joint Employability Plan
6.1.3	Transitioning Cases
<b>6.2.0</b>	<b>Work Program Activity Codes</b>

**CHAPTER 7**

**W-2 EMPLOYMENT LADDER PLACEMENTS**

<b>7.1.0</b>	<b>Applicants Ready for Unsubsidized Employment</b>
7.1.1	Unemployed Individuals Capable of Obtaining Employment (CMS)
7.1.1.1	<i>General Description Characteristics of Unemployed Individuals Coded CMS</i>
7.1.1.2	<i>Case Management Services for Unemployed Individuals Coded CMS</i>
7.1.2	Individuals Working in Unsubsidized Employment (CMU)
7.1.2.1	<i>Case Management Services for Employed Individuals Coded CMU</i>
7.1.3	Employed Individuals Previously Assigned to a Subsidized Employment Position (CMF)
7.1.4	Employability Plan and Reviews
7.1.5	Eligibility for Other Programs
7.1.6	Denying or Terminating an Unsubsidized Employment Placement
<b>7.2.0</b>	<b>Subsidized Employment</b>

TABLE OF CONTENTS

---

<b>7.3.0</b>	<b>Trial Jobs</b>
7.3.1	General Trial Jobs Participant Description Characteristics
7.3.2	Trial Job Participation Requirements
7.3.3	Employer Wage Subsidy
7.3.4	Employer Contract
7.3.5	Intent to Retain
7.3.6	Trial Job Training
7.3.7	Trial Job Time Records
7.3.8	Trial Job Wages and Benefits
<b>7.4.0</b>	<b>Work Training Placements</b>
7.4.1	Community Service Jobs (CSJ)
7.4.1.1	<i>General CSJ Participant Description Characteristics</i>
7.4.1.2	<i>CSJ Participation Requirements</i>
7.4.1.3	<i>Kinds of CSJ Placements</i>
7.4.1.4	<i>Prorated CSJs</i>
7.4.1.4.1	<i>Assessment</i>
7.4.1.4.2	<i>General Prorated CSJ Participant Description Characteristics</i>
7.4.1.4.3	<i>Prorated CSJ Participation Requirements</i>
7.4.1.4.4	<i>Prorated CSJ Payments</i>
7.4.1.5	<i>CSJ Placements for Parents Temporarily Unable to Care for Their Children</i>
7.4.1.6	<i>CSJ Administration</i>
7.4.1.7	<i>CSJ Education and Training</i>
7.4.1.7.1	<i>Technical College Participation</i>
7.4.1.7.2	<i>Education for 18 and 19-year-old Parents</i>
7.4.1.8	<i>CSJ Time Records</i>
7.4.1.9	<i>CSJ Payments</i>
7.4.1.10	<i>CSJ Placements as Employment</i>
7.4.2	W-2 Transition (W-2 T)
7.4.2.1	<i>General W-2 T Participant Description Characteristics</i>
7.4.2.2	<i>W-2 T Participation Requirements</i>
7.4.2.3	<i>Marginally Employed W-2 T Participants</i>
7.4.2.4	<i>W-2 T Administration</i>
7.4.2.5	<i>W-2 T Education and Training</i>
7.4.2.5.1	<i>Technical College Participation</i>
7.4.2.6	<i>W-2 T Time Records</i>
7.4.2.7	<i>W-2 T Payments</i>
<b>7.5.0</b>	<b>Custodial Parent of an Infant (CMC)</b>
7.5.1	Eligibility for CMC
7.5.2	Placement in CMC
7.5.3	CMC Verification and Payment
7.5.4	60-Month and 24-Month Clocks for CMC
7.5.5	Ending CMC

TABLE OF CONTENTS

---

	<b>8.1.0</b>	<b>Education and Training Provision Under W-2</b>
	<b>8.2.0</b>	<b>Education and Training as Part of the W-2 Employment Position</b>
	8.2.1	Aggregating Education and Training Hours
	8.2.2	Combining Aggregated Education and Training with Prorated CSJ Policy
	<b>8.3.0</b>	<b>Education and Training Activities</b>
	8.3.1	Volunteer Postsecondary Education Opportunities
<b>CHAPTER 9</b>		<b>EMPLOYER GUIDELINES</b>
	<b>9.1.0</b>	<b>Employer Guidelines</b>
	<b>9.2.0</b>	<b>Employer Assurances</b>
<b>CHAPTER 10</b>		<b>W-2 PAYMENTS</b>
	<b>10.1.0</b>	<b>Employment Positions</b>
	<b>10.2.0</b>	<b>Payment Schedule</b>
	10.2.1	Applications
	10.2.2	Ongoing Cases
	10.2.3	Final Payment
	10.2.4	Changing W-2 Placements
	10.2.4.1	<i>Moving Between W-2 Paid Placements</i>
	10.2.4.2	<i>Moving Between W-2 Paid Placements and Case Management Placements</i>
	<b>10.3.0</b>	<b>Overpayments</b>
	10.3.1	Deadline for Recovery Claims
	10.3.2	Recovery of Overpayments for Open Cases
	10.3.3	Recovery of Overpayments for Closed Cases
	10.3.4	Payment Offsets
	10.3.5	Recovery of AFDC Overpayments
	<b>10.4.0</b>	<b>Electronic Funds Transfer (EFT) Option</b>
	<b>10.5.0</b>	<b>Payment Statement</b>
	<b>10.6.0</b>	<b>Payment Designation</b>
	10.6.1	Protective and Vendor Payments

TABLE OF CONTENTS

---

**CHAPTER 11**

**PAYMENT REDUCTIONS**

**11.1.0      Hourly Payment Reductions**

**11.2.0      Three Strikes for Employment Positions**

11.2.1      Two-Parent Households

**11.3.0      Good Cause for Unplanned Absences**

11.3.1      Child Care and W-2 Participation

11.3.1.1      *Determining Availability of Child Care*

11.3.1.2      *Demonstrating an Inability to Obtain Child Care*

11.3.2      Incarceration

11.3.2.1      *Good Cause/Payment for Incarcerated Participants*

11.3.2.2      *Huber Program*

**11.4.0      Fraud/Intentional Program Violation**

11.4.1      Misrepresentation of Identity or Residence

**11.5.0      Learnfare**

**11.6.0      Noncooperation with Child Support**

**11.7.0      Drug Felons**

11.7.1      Guidelines for W-2 Applicants or Ongoing Participants

11.7.2      Regaining Full W-2 Payment

11.7.3      Applicability of Drug Tests for W-2 and Food Stamps

**CHAPTER 12**

**LEARNFARE**

**12.1.0      Program Goal**

**12.2.0      Individuals Subject to School Enrollment**

**12.3.0      School Definition**

**12.4.0      Target Groups for Mandatory Case Management**

**12.5.0      Enrollment Verification and Mandatory Case  
Management Determination Requirements**

**12.6.0      Learnfare Case Management**

12.6.1      W-2 Employability Plan (EP) and Learnfare Case  
Management Plan

12.6.2      Focus of Learnfare Case Management

12.6.3      Learnfare Case Management Requirements

12.6.3.1      *Enrollment Efforts*

12.6.3.2      *Case Management Services*

**12.7.0      Learnfare Financial Penalty**

TABLE OF CONTENTS

---

12.7.1 Good Cause for Failing to Cooperate with Learnfare Case Management

**CHAPTER 13**

**JOB ACCESS LOANS**

**13.1.0 Job Access Loans**

**13.2.0 Eligibility Determination**

**13.3.0 Approved Loan Purposes**

13.3.1 Self-Employment/Entrepreneurship

13.3.2 Prohibited Uses

**13.4.0 Loan Requirements**

13.4.1 Loan Application and Repayment Agreement

13.4.2 Loan Amounts

13.4.3 Loan Payments

13.4.4 Financial Counseling

13.4.5 Reporting

**13.5.0 Loan Repayments**

13.5.1 Collections

13.5.2 Overdue Payments

**CHAPTER 14**

**CASE MANAGEMENT**

**14.1.0 Eligibility**

**14.2.0 Noncustodial Parents**

14.2.1 Eligibility - Noncustodial Parents

14.2.1.1 *Nonfinancial*

14.2.1.2 *Financial*

14.2.2 Services Available To Noncustodial Parents

14.2.2.1 *Case Management*

14.2.2.2 *Job Search Assistance*

14.2.2.3 *Basic Skills Training*

14.2.2.4 *Employment Positions*

14.2.2.5 *Job Access Loans*

14.2.3 Other Programs Available To Noncustodial Parents

14.2.3.1 *Welfare-to-Work*

14.2.3.2 *Workforce Attachment and Advancement (WAA)*

14.2.3.3 *Children First*

**14.3.0 Pregnant Women**

**14.4.0 Minor Parents**

14.4.1 Universal Eligibility for Case Management Services

14.4.2 Adult Supervised Living Arrangements

**CHAPTER 15**

**CHILD CARE**



TABLE OF CONTENTS

---

**CHAPTER 16**

**CHILD SUPPORT**

- 15.1.0 Introduction**
- 15.2.0 Eligibility**
- 15.3.0 Child Care Co-Payments**
- 15.4.0 Parent Choice & Responsibility**
- 15.5.0 Provider Regulations**
  
- 16.1.0 Direct Distribution**
- 16.2.0 Referral to Child Support Agency (CSA)**
- 16.3.0 Cooperation**
  - 16.3.1 Noncooperation
    - 16.3.1.1 *Good Cause*
    - 16.3.1.2 *Exception for Pregnant Women*
- 16.4.0 Confidentiality**
- 16.5.0 Services**
  - 16.5.1 Continuation of Child Support Services
- 16.6.0 Children First**
- 16.7.0 Noncustodial Parents**

TABLE OF CONTENTS

---

**CHAPTER 17**

**EMERGENCY ASSISTANCE**

**17.1.0 INTRODUCTION**

**17.2.0 APPLICATION**

**17.2.1 Payment Delay Exception**

**17.2.2 Verification**

*17.2.2.1 Homelessness*

*17.2.2.2 Impending Homelessness*

**17.2.3 Processing**

**17.2.4 Notice of Determination**

*17.2.4.1 EA Denials*

**17.3.0 NONFINANCIAL ELIGIBILITY**

**17.3.1 EA Group**

**17.3.2 Persons Included in EA Group**

*17.3.2.1 Caretaker Relative*

*17.3.2.1.1 Minor Caretaker Relatives*

**17.3.3 Other Eligibility Criteria**

**17.3.4 Time Limits**

**17.3.5 Emergency**

*17.3.5.1 Energy Crisis*

*17.3.5.2 Natural Disaster*

*17.3.5.3 Homeless*

*17.3.5.3.1 Homelessness and Abuse*

*17.3.5.4 Impending Homelessness*

*17.3.5.4.1 Impending Homelessness and Abuse*

*17.3.5.4.2 Stay of Eviction Proceedings*

**17.4.0 FINANCIAL ELIGIBILITY**

**17.4.1 Assets**

**17.4.2 Income**

**17.4.3 Needs Determination**

*17.4.3.1 Monthly Needs*

*17.4.3.2 Physical Needs*

*17.4.3.3 Calculating Needs*

*17.4.4 Social Service Needs*

TABLE OF CONTENTS

---

- 17.5.0 PAYMENT**
- 17.5.1 *Waiving Right to Proceed with Eviction/Foreclosure*
- 17.5.2 *Informed Request*

- 17.6.0 ASSISTANCE PROVIDED**

- 17.7.0 APPLICATION FORM AND INSTRUCTION**

- 17.8.0 EMERGENCY TRACKING SYSTEM**

**CHAPTER 18**

**OTHER SERVICES & RESOURCES**

- 18.1.0 Emergency Payments**

- 18.2.0 Food Stamp Program**
- 18.2.1 FS Budgeting

- 18.3.0 Low Income Home Energy Assistance (LIHEAP)**

- 18.4.0 Low Income Weatherization Program**

- 18.5.0 Medicaid**

- 18.6.0 Transportation Assistance**
- 18.6.1 Eligibility for Transportation Services
- 18.6.2 Transportation Assistance Ticking the 60-month Clock
- 18.6.3 Transportation Services

- 18.7.0 Kinship Care**

- 18.8.0 SSI Caretaker Supplement**
- 18.8.1 Eligibility for C-Supp and W-2
- 18.8.2 How C-Supp Income Affects Other Parents

- 18.9.0 Supplemental Security Income**
- 18.9.1 SSI Applications and Appeals
  - 18.9.1.1 *SSI Advocate*
  - 18.9.1.2 *Service Provided by an SSI Advocate*
    - 18.9.1.2.1 *Overall Services*
    - 18.9.1.2.2 *Services Offered at Initial Application*
    - 18.9.1.2.3 *Services Offered at the Request for Reconsideration*
    - 18.9.1.2.4 *Services Offered at a Hearing with SSA Office of Hearing and Appeals*
  - 18.9.2 Effects of W-2 Income on SSI Eligibility
  - 18.9.3 SSI Applications Filed Prior to October 1, 2000
  - 18.9.4 SSI Applications Filed on or after October 1, 2000
  - 18.9.5 New SSI Referral Form
  - 18.9.6 Verification of SSI Status

- 18.10.0 Burial Reimbursement Program**

TABLE OF CONTENTS

---

	<b>18.11.0</b>	<b>Community Reinvestment (CR)</b>
<b>CHAPTER 19</b>	<b>FACT FINDING</b>	
	<b>19.1.0</b>	<b>Introduction</b>
	<b>19.2.0</b>	<b>Petition for Fact Finding Review (First Level Review)</b>
	19.2.1	Application Decision
	19.2.2	Termination or Reduction of W-2 Payments
	19.2.3	Fact Finder
	19.2.4	Fact Finding Review
	19.2.5	Attendance
	19.2.6	Fact Finder File
	19.2.7	Fact Gathering
	19.2.8	Testimony & Evidence
	19.2.9	Fact Finding Decision
	19.2.10	Fact Finding Remedies
	<b>19.3.0</b>	<b>Departmental Review (Second Level Review)</b>
	19.3.1	Proposed Departmental Review Decisions
	19.3.2	Departmental Review Decision
	19.3.3	Departmental Review Remedies
<b>CHAPTER 20</b>	<b>REFUGEE ASSISTANCE PROGRAM</b>	
	<b>20.1.0</b>	<b>Introduction</b>
	<b>20.2.0</b>	<b>Eligibility for Other Programs</b>
	20.2.1	Wisconsin Works (W-2)
	20.2.2	Medicaid (MA), Refugee Medical Assistance (RMA) and BadgerCare (BC)
	20.2.2.1	<i>Refugee Medical Assistance(RMA)</i>
	20.2.2.2	<i>Medicaid(MA) and Badgercare(BC)</i>
	20.2.3	Supplemental Security Income (SSI)
	20.2.4	Kinship Care
	20.2.5	Federal Refugee Resettlement Grants
	20.2.5.1	<i>Reception &amp; Placement (R&amp;P) Grant</i>
	20.2.5.2	<i>"Match Grant" Income and Services</i>
	<b>20.3.0</b>	<b>Date of Entry/Time Limit</b>
	<b>20.4.0</b>	<b>RCA Non-Financial Eligibility</b>
	20.4.1	Immigration Status
	20.4.2	Full Time Students
	<b>20.5.0</b>	<b>RCA Financial Eligibility</b>
	20.5.1	Sponsor Income
	20.5.2	RCA Assistance Groups
	20.5.2.1	<i>Teen Parent and Minor Children Assistance Groups</i>
	20.5.3	Unavailable Resources

TABLE OF CONTENTS

---

<b>20.6.0</b>	<b>RCA Payment Levels</b>
<b>20.7.0</b>	<b>Employment and Training</b>
20.7.1	Exemptions
20.7.2	E&T Provider List
20.7.3	Employed Recipients
<b>20.8.0</b>	<b>Refusal to Comply</b>
<b>20.9.0</b>	<b>Fair Hearings</b>
<b>20.10.0</b>	<b>Document Retention</b>
<b>20.11.0</b>	<b>Review</b>
<b>20.12.0</b>	<b>Expenditure and Reimbursement</b>

**Appendix I**

**GLOSSARY**

**Appendix II**

**CIVIL RIGHTS OBLIGATION**

- Service Delivery Civil Rights Obligation
- W-2 Civil Rights Responsibilities
- Model Guidelines for Local Agency Development of Policies and Procedures for Ensuring Rights and Responsibilities Under Service Delivery Anti-Discrimination and Anti-Harassment Laws

**Appendix III**

**FORMS**

**Appendix IV**

**JOB CENTERS**

**Appendix V**

**W-2 CASE MANAGEMENT RESOURCE GUIDE**

**Appendix VI**

**COMMUNITY REINVESTMENT (CR) GUIDE**

**Appendix VII**

**W-2 ACTIVITY CODES**

**Appendix VIII**

**IMMIGRATION STATUS DOCUMENTATION**

**Appendix IX**

**REFUGEE ASSISTANCE PROGRAM TOOLS**